-2300-295-15/21

TB 9-2300-295-15/21

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

TRUCK, 5-TON, 6X6, M939 SERIES

WARRANTY PROCEDURES

FOR

CUMMINS ENGINE
MODEL NHC 250
NSN 2815-01-111-2262

AND

ALLISON TRANSMISSION
MODEL MT654CR
NSN 2520-01-117-3010

HEADQUARTERS, DEPARTMENT OF THE ARMY

DECEMBER 1983

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TECHNICAL BULLETIN

NO. 9-2300-295-15/21

HEADQUARTERS
DEPARTMENT OF THE ARMY
Washington, DC, *31 December 1983*

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For

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and

ALLISON TRANSMISSION MODEL MT654CR NSN 2520-01-117-3010

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Section I. INTRODUCTION

1. WARRANTY IDENTIFICATION. This TB covers only the Cummins engine model NHC250 and the Detroit Diesel Allison Transmission model MT654 as installed in the M939 Series Trucks.

2. PURPOSE. This bulletin is intended to clarify the warranties for the Cummins engine model NHC250 and the Detroit Diesel Allison transmission model MT654 as installed in the M939 Series Trucks. It has detailed instructions on how to get services and/or parts covered under the warranties. It explains the proper method of processing warranty claims for service and/or parts.

3. GUIDANCE. This bulletin is a general guide and applies to users of M939 Series vehicles, worldwide.

a. Using Unit's Standard Operating Procedures (SOP's) implementing these guidelines must be established at a practical level to ensure that the procedures in this bulletin are followed. This is mandatory for you, the User, and the Government to realize all benefits the vehicle warranty is intended to provide.

b. To the extent possible, a single point of contact should be designated for an installation or predetermined command/geographical area. The number of personnel/units contacting the manufacturer must be kept to a minimum.

(1) CONUS - Active Army and USAR units should process warranty claims through support maintenance channels to the Director, Industrial Operations (DIO) of the installation which normally provides maintenance/supply support.

(2) National Guard units should process warranty claims through the State Maintenance Officer.

(3) OCONUS - Units should process warranty claims through support maintenance channels to a single point of contact established within the Theater subordinate command(s) exercising management control of General Support maintenance.

c. Maximum cooperation between the manufacturer or their representative and the User is desired and necessary. Do not partcipate in warranty disputes. Warranty disputes should not deadline equipment. Defective parts should be replaced and the vehicle placed back into operation. Follow local SOP and the procedures detailed in this bulletin when there is sufficient evidence that a warranted part(s) is defective and that replacement parts and/or services is due the Government. ALL disputes will be handled by the National Maintenance Point (NMP), DRSTA-MTB, and the Government Contracting Officer, in conjunction with the manufacturer or their representative.

d. If the Government elects to place quantities of newly delivered vehicles in government storage, Cummins agrees that the time period of the engine warranty will not begin to run until each vehicle is withdrawn from government storage or until six months from date of acceptance, whichever occurs first. The Government, prior to placing each new vehicle in storage and again at time of their withdrawl, shall notify manufacturer thereof and identify each vehicle and its time in and out of storage. Vehicles designated as production samples shall be treated as vehicles placed in storage for warranty purposes.

e. The warranty period on engines and/or transmissions perserved in containers will begin when the engine and/or transmission is installed in vehicle.

f. Replacement of engine and/or transmission must be recorded along with pertinent data on DA Form 2408-10 (Equipment Component Register). The maintenance facility performing the action is responsible for recording the pertinent data. TM 38-750 governs this preparation.

g. The warranty period on each new MT 654CR Series Allison Transmission installed in a M939 Series Truck shall begin on the date the truck is delivered and/or put in service by the user.

Section II. WARRANTY TERMS

1. DEFINITIONS

Acceptance. The word "acceptance" as used herein means the execution of the Acceptance Block and signing of a DD Form 250 by the authorized Government representative.

2. ENGINE AND TRANSMISSION WARRANTIES

a. Engine Warranty (CONUS)

(1) This warranty applies to engines marketed by Cummins that are used in the United States and Canada. The warranty period shall begin on the date the new M939 Series Truck is accepted by the authorized Government representative as recorded on DD Form 250.

(2) The Base Engine Warranty covers any failures of the engine which result, under normal use and service, from defects in workmanship or material. This coverage extends for 27 months or 100,000 miles (160,000 kilometers) or 3600 hours of operation, whichever occurs first, from the date of acceptance.

(3) **During the Base Engine Warranty. Cummins will pay for all parts and labor needed to repair the warrantable failure. All labor costs will be paid in accordance with Cummins published standard Repair Operations guidelines. Only new genuine Cummins or Cummins approved rebuilt parts and assemblies will be used in making the repair. Cummins will pay for the lubricating oil, antifreeze, filter elements, belts, hoses and other maintenance items that are not reusable due to the warrantable failure. Cummins will pay reasonable labor costs for engine removal and reinstallation when necessary to make warranty repair.**

(4) **During the Base Engine Warranty. Owner is responsible for the costs of lubricating oil, antifreeze, filter elements, hoses, belts and other maintenance items replaced during warranty repairs except where such items are not reusable due to the warrantable failure.**

(5) The Extended Major Components Warranty covers failures of the engine cylinder block, crankshaft and connecting rods (bushing and bearing failures are not included) which result, under normal use and service, from defects in workmanship or material in these parts. This coverage begins with the expiration of the Base Engine Warranty and ends three years or 300,000 miles (480,000 kilometers) or 10,800 hours of operation, whichever occurs first, from the date of acceptance.

(6) **During the Extended Major Components Warranty.** Cummins will pay for the defective engine cylinder block, crankshaft or connecting rod. Cummins will pay for any connecting rod, crankshaft or engine cylinder block which is progressively damaged by a failure of the above parts.

(7) **During the Extended Major Components Warranty.** Owner is responsible for the costs of all labor required for removal, repair and reinstallation of the engine.

(8) Owner is responsible for the costs of all parts required for the repair except for:
- The defective cylinder block, crankshaft or connecting rod, and
- Any connecting rod, crankshaft or cylinder block progressively damaged by a failure of the above parts.

(9) Owner is responsible for the cost of lubricating oil, antifreeze, filter elements, belts, hoses and other maintenance items replaced during the repair. Owner is responsible for the operation and maintenance of the engine.

(10) Prior to the expiration of the applicable warranty, Owner must give notice of any warrantable failure to a Cummins distributor or authorized dealer or other repair location approved by Cummins and deliver the engine to such facility for repair.

(11) Before a claim for excessive oil consumption will be considered, Owner must submit adequate documentation to show that consumption exceeds Cummins published standards. Low power output claims relating to fuel pump calibration will not be considered after 50,000 Miles (80,000 kilometers) or 1800 hours or 180 days, whichever occurs first.

(12) Cummins is not responsible for failures resulting from improper repair or the use of parts not approved by Cummins.

(13) Emission Warranty. Cummins warrants to the ultimate purchaser and each subsequent purchaser that the engine is designed, built and equipped so as to conform at the time of sale by Cummins with all U.S. Federal emmission regulations applicable at the time of manufacture and that it is free from defects in material and workmanship which would cause it not to meet these regulations within the period of five years or 100,000 miles (160,000 kilometers) or 3,000 hours of operation, whichever occurs first, as measured from the date of delivery of the engine to the ultimate purchaser. Failures, other than those resulting from defects in materials or workmanship, which arise solely as a result of owner abuse and/or lack of proper maintenance are not covered by this warranty.

Cummins is not responsible for failures resulting from Owner or operator abuse or neglect. CUMMINS IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

b. Engine Warranty (OCONUS)

(1) This warranty applies to engines marketed by Cummins that are used anywhere in the free world other than in the United States and Canada.

(2) The Base Engine Warranty covers any failures of the engine which result, under normal use and service, from defects in workmanship or material. This coverage extends for one year or 100,000 miles (160,000 kilometers) or 3,600 hours of operation, from actual in service date by using unit but will not exceed 18 months from date of acceptance.

(3) **During the Base Engine Warrenty.** Cummins will pay for all parts and labor needed to repair the warrantable failure. All labor costs will be paid in accordance with Cummins published Standard Repair Operation guidelines. Only new Genuine Cummins or Cummins approved rebuilt parts and assemblies will be used in making the repair. Cummins will pay for the lubricating oil, antifreeze, filter elements, belts, hoses and other maintenance items that are not reusable due to the warrantable failure. Cummins will pay reasonable labor costs for engine removal and reinstallation when necessary to make the warranty repair.

(4) **During the Base Engine Warranty.** Owner is responsible for the costs of lubricating oil, antifreeze, filter elements, hoses, belts and other maintenance items replaced during warranty repairs except where such items are not reusable due to the warrantable failure.

(5) The Extended Major Components Warranty covers failures of the engine cylinder block, crankshaft and connecting rods (bushing and bearing failures are not included) which result, under normal use and service, from defects in workmanship or material in these parts. This coverage begins with the expiration of the Base Engine Warranty and ends three years or 300,000 miles (480,000 kilometers) or 10,800 hours of operation, whichever occurs first, from the date of acceptance.

(6) **During the Extended Major Components Warranty.** Cummins will pay for the defective engine cylinder block, crankshaft or connecting rod. Cummins will pay for any connecting rod, crankshaft or engine cylinder block which is progressively damaged by a failure of the above parts.

(7) **During the Extended Major Components Warranty.** Owner is responsible for the costs of all labor required for removal, repair and reinstallation of the engine.

(8) Owner is responsible for the costs of all parts required for the repair except for:
- The defective cylinder block, crankshaft or connecting rod, and
- Any connecting rod, crankshaft or cylinder block progressively damaged by a failure of the above parts.

(9) Owner is responsible for the cost of lubricating oil, antifreeze, filter elements, hoses, belts and other maintenance items replaced during the repair. Owner is responsible for the operation and maintenance of the engine.

(10) Prior to the expiration of the applicable warranty, Owner must give notice of any warrantable failure to a Cummins distributor or authorized dealer or other repair location approved by Cummins and deliver the engine to such facility for repair.

(11) Before a claim for excessive oil consumption will be considered, Owner must submit adequate documentation to show that consumption exceeds Cummins published standards. Low power output claims relating to fuel pump calibration will not be considered after 50,000 miles (80,000 kilometers) or 1800 hours or 180 days, whichever occurs first.

(12) Cummins is not responsible for failures resulting from improper repair or the use of parts not approved by Cummins. Cummins is not responsible for failures resulting from Owner or operator abuse or neglect. CUMMINS IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

c. Transmission Warranty (CONUS and OCONUS)

(1) Detroit Diesel Allison (Detroit Diesel Allison Division, General Motors Corporation) warrants to the owner of each new MT654CR Series Allison Transmission installed in a M939 Series Truck that it will repair any defective or malfunctioning part of the transmission in accordance with the following schedule:

WARRANTY LIMITATIONS AND ADJUSTMENT SCHEDULE

Warranty Limitations (Whichever First Occurs)		Adjustment Charge To Be Paid By Owner	
Months	Transmission Miles	Parts	Labor
0 - 12	0 - 12,000 M (0 - 19,200 km)	No Charge	No Charge
13 - 15	12,001 - 20,000 M (19,201 - 32,000 km)	20%*	20%*
16 - 18	20,001 - 30,000 M (32,001 - 48,000 km)	40%*	40%*
19 - 21	30,001 - 40,000 M (48,001 - 64,000 km)	60%*	60%*
22 - 24	40,001 - 50,000 M (64,001 - 80,000 km)	80%*	80%*

*% of Service Outlet's Normal Charge

(2) The warranty period shall begin on the date the new M939 Series Truck is delivered and/or put in service by the user.

(3) The owner is responsible for the performance of regular maintenance services. The owner is responsible for the replacement of maintenance items (such as filters, screens, transmission fluid) made in connection with normal maintenance services.

(4) The owner is responsible for costs due to loss of time, inconvenience, loss of use of the vehicle.

(5) This warranty covers only malfunctions resulting from defects in material or workmanship. This warrenty does not cover:

- Malfunctions resulting from misuse, negligence, alterations, accident or lack of performance of normal maitnenance services;
- Any transmission which shall have been repaired by other than an authorized Detroit Diesel Allison service outlet so as in any way, in the judgment of Detroit Diesel Allison, to affect adversely its performance and reliability.

Section III. SERVICE/WARRANTY PROCEDURES

If a warranty problem occurs, the Direct Support/General Support Unit will determine how repairs may best be accomplished by use of one of the following procedures. Warranty procedures are outlined herein as follows:

· Warranty repairs shall be performed at Cummins/Detroit Diesel Allison distributors and/or dealers.

· Cummins/Detroit Diesel Allison has service agreements with the major vehicle component suppliers and by means of service bulletins, these respective suppliers and distributor/dealer networks will be alerted to the existence of the M939 Series Trucks that have Cummins/Detroit Diesel Allison components.

· With respect to new service parts that are found defective, the warranty shall include replacement of the defective part in kind by Cummins/Detroit Diesel Allison without cost to the Government.

· After arrangements have been made with distributors, dealers and service facilities, the local Transportation and/or Maintenance Officer, as well as a TACOM representative, will meet to review all aspects of the service facility arrangement and assure that these procedures are thoroughly defined and understood by all parties involved.

· In the event of an unusual or questionable failure of an assembly or component part, assistance can be obtained by contacting Cummins/Detroit Diesel Allison local dealer.

Section IV. WARRANTY CLAIM IMPLEMENTATION (CONUS/OCONUS)

When you desire Cummins/Detroit Diesel Allison to make repairs, take the following actions:

· Under the provisions of Section I, Paragraph 3b, contact local dealers via telephone. Units will be furnished local phone numbers and points of contact by US Government prior to receipt of vehicles. Clearly state the nature of the problem. Prepare a Memorandum for Record (MFR) of your telephone conversation with local dealers, to include the date, time and the name of the local dealers representative contacted.

· Cummins/Detroit Diesel Allison local dealer will make all arrangements for receipt inspection and repair of the components only, unless vehicle is requested by local dealer. DO NOT ATTEMPT TO MAKE THE REPAIRS, WAIT FOR INSTRUCTIONS FROM CUMMINS/-DETROIT DIESEL ALLISON DISTRIBUTOR AND/OR DEALER.

· When instructed, deliver the components only, unless vehicle is requested by local dealer to the designated dealership. Obtain a copy of the dealership job order and retain it as evidence of a warranty claim. This receipt will be proper notification to the Government that you have a claim.

· Get a copy of the warranty repair order listing the replaced parts from the dealership that made the repairs. Use this list to establish and maintain a current demand history on each of the replaced items by preparing a DA Form 2765 for each item perpetuated throughout the supply system. The system needs this information to ensure that these items are available when you need them again. THE WARRANTY CLAIM AT YOUR LEVEL IS NOW CLOSED.

• Warranty disputes will be handled by the local Cummins/Detroit Diesel Allison dealer. If a warranty dispute is unresolved, immediately forward a prepared DA Form 2407 in accordance with Section V, Paragraph 1C.

Section V. GOVERNMENT FORMS

1. DA FORM 2407

a. Use of DA Form 2407. The DA Form 2407 must be used to submit warranty claim actions for defective components, parts or assemblies and to obtain reimbursement for maintenance man-hours expended in replacing the defective engine/transmission warranty items. The form is prepared after the work has been accomplished or when a dispute arises.

(1) The direct exchange facility is responsible for forwarding DA Form 2407 when claims concern direct exchange items.

(2) DA Form 2407 is forwarded by the unit authorized to replace the item when direct exchange of the item is not involved.

(3) Evacuating units forward DA Form 2407 when all work is performed by Cummins/Detroit Diesel Allison.

b. Forwarding DA Form 2407. When DA Form 2407 is prepared, after work is accomplished, make sure Copies 2 and 5 are marked "FOR INFORMATION ONLY" and forwarded to:

Commander
US Army Tank-Automotive Command
ATTN: DRSTA-MTB
Warren, Michigan 48090

c. Warranty Disputes. If a warranty dispute arises, immediately forward copies 2 and 5 of a prepared DA Form 2407 marked "WARRANTY DISPUTE" for forwarding to the address given in paragraph b above for technical review and evaluation to minimize technical misunderstandings between you and Cummins/Detroit Diesel Allison whenever possible. You must include the following information:

- Name, address, and telephone number of the Cummins/Detroit Diesel Allison representative/dealership that refused the service;
- Specific reason(s) for the refusal; and
- Specific facts/evidence that you feel will refute Cummins/Detroit Diesel Allison's reason(s) for refusal. Include photographs and sketches, if possible.

d. Completing DA Form 2407. TM 38-750 governs the preparation of DA Form 2407. The following information will assist you in filling out the form for the purpose of claims under the M939 Series vehicle warranty for the engine/transmission. Refer to Figure 1 for an example of completed DA Form 2407.

(1) **Heading.** Enter an "x" in the space marked "Warranty".

(2) Enter the W/EDSC if the primary system is Material Condition Status Reportable.

(3) Enter appropriate priority designator code. The unit Commander or Chief will authenticate, by a signature, a priority or 01 through 08. A signature is not required if the priority is taken from an already signed DA Form 2407 or DA Form 2402.

(4) Space is provided for entering the page number and total pages when entries in Section II are complete.

(5) **Block 1a.** Enter the name of the organization submitting the report.

(6) **Block 1b.** Enter the location of the organization initiating the request; units overseas enter APO only.

(7) **Block 1c.** Enter the unit identification code of the unit identified in block 1a.

(8) **Block 2.**

(a) For commercial design vehicles, enter the USA registration number.

(b) For ammunition, enter the lot number.

(c) For all other items enter the serial number, if applicable; for floating craft, enter the Department of the Army hull number. For multiple serial number application, leave blank.

(d) When preparing this form for multiple items or components; i.e., clothing, rifles, starters, carburetors, and protective masks, leave blank.

(9) **Block 3.** Enter the noun abbreviation of equipment for which the form was initiated.

(10) **Block 4.** Leave blank.

(11) **Block 5.** Enter the item model number.

(12) **Block 6.** Enter the National Stock Number (NSN) of equipment listed in block 3. When completing this form for multiple items having multiple NSN, leave blank.

(13) **Block 7.** Enter the name of the supporting activity.

(14) **Block 7a.** Enter the symbol of the maintenance category performing the maintenance.

O - Organizational Maintenance
F - Direct Support Maintenance
H - General Support Maintenance
D - Depot Maintenance
L - Special Repair Activity

MAINTENANCE REQUEST
For use of this form, see TM 38-750; the proponent agency is DCSLOG

PAGE NO: 1 | NO OF PAGES: 1 | REQUIREMENT CONTROL SYMBOL (CSGLD-1041R1): —

SECTION I - EQUIPMENT DATA

CONTROL NUMBER	WORK ORDER NUMBER	WESOC	ORG PD	PD AUTHENTICATION
K71449		G7	02	CPT D. L. Barton

☐ WORK REQUEST ☐ MWO ☒ WARRANTY CLAIM

1a. ORGANIZATION	1. LOCATION	c. UNIT IDENT CODE
623 HEAVY EQUIPMENT MAINT CO (DS)	APO SF 96384	W34TAA

2. SERIAL NO	3. NOUN NOMENCLATURE	4. LINE NO	5. MODEL	6. NATIONAL STOCK NUMBER
B5320A-19336	TRK CGO 5T		M656	2320-00-903-0533

7. MAINTENANCE ACTIVITY	a. LEVEL	B. UTILIZATION CODE	9. MCSR ITEM	g. ERC	h. PACING ITEM	10. HOURS	11. MILES	12. ROUNDS	13. STARTS
123rd MAINT CO.	H	ON	YES	A		105	2625		

14. FAILURE DETECTED DURING (Select one, use ✓ or X)
☐ A Scheduled Maintenance ☐ C Test ☐ E Storage ☐ G Flight
☐ B Handling ☒ D Normal Op ☐ F Inspection ☐ H Other

15. FIRST INDICATION OF TROUBLE (Select one, use ✓ or X)
☒ 068 Inoperative ☐ 258 Overheating ☐ 730 Out of Adjustment
☐ 006 Noisy ☐ 387 Low Performance ☐ Other

16. DESCRIBE DEFICIENCIES OR SYMPTOMS ON THE BASIS OF COMPLETE CHECKOUT AND DIAGNOSTIC PROCEDURE IN EQUIPMENT TM (Do not prescribe repairs)

WARRANTY CLAIM ACTION/SYMPTOMS

16a. REMARKS
Date Accepted by Unit

SECTION II - WORK ACCOMPLISHED

17a. REPAIR ORGANIZATION/ACTIVITY	c. UNIT IDENT CODE	18. TYPE ORGANIZATION PERFORMING WORK (Select one, use ✓ or X)	19. AMS ACCOUNT CODE
b. LOCATION		☐ 1 TOE ☐ 2 TD ☐ 3 CONTRACTOR	

20a. ACT CODE	b. FAILURE CODE	c. COMPONENT/PART NOUN, SVC, OR MWO NO.	d. CB CODE	e. REF DESIGNATOR	f. MFR CODE	g. MANHOURS (Hrs & Tenths)	h. NATIONAL STOCK NUMBER	i. PART SOURCE CODE	j. QTY	k. PARTS COST
		ENGINE T673-ST-189 (MAN)					2815-00-095-6865			
		2815-00-095-6866 Received 16 SEP 82, AUTOVON 687-AL-BOM-2915								
		REMARKS: Replace defective engine-CONTRACT NO: DAA-68-0109 DATE WARRANTY began 3 AUG 82 USA Req #050 80168								
		REQ NO: AK00 9251-000 Supp Add code 9TB0534								
		All Cylinder head bolts are loose. INTAKE and EXHAUST								
		Valves are Frozen in valve guides? Probable cause,								
		valve guide clearance was incorrect upon delivery.								

SAMPLE

l. TOTAL MANHOURS	m. TOTAL MANHOURS COST	n. TOTAL PARTS COST
8.0		

21. DELAY (Select one) ☐ 1 Parts ☐ 2 Manpower ☐ 3 Facilities ☐ 4 Funds ☐ 5 Tools
22. ☐ DATA TRANSCRIBED

23. SUBMITTED BY	24. RECEIVED BY	25. WORK STARTED BY	26. INSPECTED BY	27. ACCEPTED BY	28. DISPOSITION (Select one)
K Davis					☐ A To User ☐ C Salvaged ☐ B To Stock ☐ D Evacuated ☐ E Cannibalization
JULIAN DATE 7040	JULIAN DATE	JULIAN DATE	JULIAN DATE	JULIAN DATE	

DA FORM MAY 81 2407 EDITION OF JUL 79 IS OBSOLETE CONTROL COPY 3

Figure 1. DA Form 2407 - Completed

(15) **Block 8.** Enter the appropriate utilization code from Table 1. For commercial and military designed vehicles in administrative use, enter utilization code "V".

(16) **Block 9.** Enter the word "yes" or a "Y" if the item is Materiel Condition Status Reportable, otherwise leave blank.

(17) **Block 9a.** Enter the Equipment Readiness Code (ERC) if applicable.

(18) **Block 9b.** Enter the word "yes" or a "Y" if the item is a pacing item.

(19) **Block 10.** Enter the hour reading (rounded to the nearest hour) from the hour meter mounted on the equipment listed in block 3. If not applicable, leave blank.

(20) **Block 11.** Enter the mileage reading (rounded to the nearest mile) of the equipment listed in block 3. If not applicable, leave blank.

(21) **Block 12.** Leave blank.

(22) **Block 13.** Leave blank.

(23) **Block 14.** Enter an "X" in the space provided to indicate when the failure was detected.

(24) **Block 15.** Place an "X" in the space provided that most accurately describes the conditions at time of first indication of trouble. For "other," place an "X" in the space provided and enter the code number selected from table 2. An asterisk (*) denotes code numbers not listed in Block 15, DA Form 2407. When selecting one of these codes, the appropriate code must be entered in the space designated "OTHER", Block 15.

(25) **Block 16.** Enter "Warranty Claim Action/Symptoms."

(26) **Block 16, column a.** Enter date vehicle was accepted by unit.

(27) **Block 20, column d.** Enter noun identifying the part or assembly under warranty.

(28) **Block 20, column e.** Enter serial number of the part or assembly under warranty.

(29) **Block 20, column g.** Enter the number of man-hours required for the task of replacing the defective part(s), using the Maintenance Allocation Chart (MAC) as a guide.

(30) **Block 20, column h.** Enter NSN of the defective part, or manufacturer's part number when NSN has not been assigned.

(31) **Block 20, column i, j and k.** Self-explanatory.

(32) **Block 20, column l.** Self-explanatory.

Table 1. Utilization Codes

Code	Description
ON	Army Components (except as otherwise listed)
1	Depot stock
2	Post supply activities
3	(Not used)
4	Operational Readiness Float (ORF)
5	Installation Maintenance and Service Equipment
6	(Not used)
7	Army National Guard, except Mates
8	Army National Guard, (Mates)
9	Air Force National Guard units
A	Army Reserve units, except equipment pools
B	Army Reserve units, equipment pools
C	Air Force Reserve
D	Army ROTC
E	Air Force ROTC
F	Forces Command (FORSCOM) (all TOE units assigned direct FORSCOM)
G	Defense Atomic Support Agency
H	US Army Intelligence and Security Command (INSCOM)
J	Defense Communications Security Agency
K	US Army Training and Doctrine Command (TRADOC)
L	US Army Test and Evaluation Command (TECOM)
M	Labor service units
N	Prepositioned stock
P	Depot installation equipment
O	Equipment assigned to service schools and training centers
R	Military Assistance Program (MAP)
S	Overhaul facility, military
T	Overhaul facility, commercial
U	Manufacturing facility
X	Repair Cycle Float (RCF)

Table 2. First Indication of Trouble Codes

Code	Description
008	Noisy
068	Inoperative
258	Overheating
387	Low performance
790	Out of adjustment
360*	Intermittent
432*	Off frequency
680*	Unstable
007*	Accident (motor vehicle)
777*	Mid-service life
099*	Other

(33) **Block 20, column m.** Multiply the value of block 20, column l times the current labor rate and enter the product in block 20, column m.

(34) **Block 20, column n.** Self-explanatory.

(35) **Block 23.** Enter signature of the individual authorized to submit DA Form 2407.

(36) **Block 24-28.** Leave blank.

(37) Utilizing the available blank columns in block 20, enter the following information:

(a) Enter the NSN of the defective component, part or assembly.

(b) Enter nomenclature of the defective component, part or assembly.

(c) Enter the date of failure.

(d) Enter the complete telephone number (AUTOVON/commercial with area code) of the originator. State in clear terms all factors which contributed to the failure. Include type of operation, terrain and climatic conditions. Clearly state an opinion as to cause of failure. If additional space is needed, use a continuation sheet, DA Form 2407-1. Sketches and photographs should be attached when needed to fully explain the conditon, equipment failure, or other basis for warranty submission. Include manufacturers name and contract/order number if available. In addition, include date the part failed; the contract number and date warranty period began; USA registration number of the end item, if applicable; complete accounting classification for unit to be credited for cost of labor expended; the MIL-STRIP document number and supplementary address of the unit which is to receive disposition instructions and notice of favorable claim actions.

2. PREPARATION OF DA FORM 2402

a. **Use of DA Form 2402.** The DA Form 2402 must be filled out and attached to any and all defective part(s) removed from the vehicle. TM 38-750 governs the preparation of DA Form 2402. Refer to Figure 2 for an example of the completed DA Form 2402.

b. **Completing DA Form 2402.** Fill out form as follows:

(1) **Block 1.** Enter the Support Agency where the part is to be exchanged.

(2) **Block 2.** Enter the Julian date the item was prepared for exchange.

(3) **Block 3.** Enter the unit or organization originating the exchange.

(4) **Block 4.** Place an "X" in the block to identify an exchange or EIR exhibit. When used for a warranty claim identification, place a "W" in the EIR block.

(5) **Block 5.** Enter the national stock number of the item.

(6) **Block 6.** Enter the noun nomenclature of the item to be exchanged; e.g., starter, carburetor, etc.

(7) **Block 7.** Enter the priority designator as determined from the urgency of need and force activity designator.

(8) **Block 8.** When a priority designator of 01 through 08 is assigned in block 7, the Commander or his designated representative will sign this block.

(9) **Block 9.** Enter the nomenclature of the end item from which the part was removed.

(10) **Block 10.** Enter the model number of the end item; e.g., M151A1, if applicable.

(11) **Block 11.** Enter the serial number of the end item.

(12) **Block 12.** Enter a brief description of the failure of the Direct Exchange (DX) item.

(13) **Blocks 13 and 14.** When used as a receipt, the exchange facility will enter the Julian date and signature in blocks 13 and 14, respectively, and return the top portion to the customer at each level. At the level where the item is to be repaired, the Direct Exchange Activity will prepare a Maintenance Request, DA Form 2407, for repair of the item. The Priority Designator (PD) will be the highest authorized for use by the customer unit.

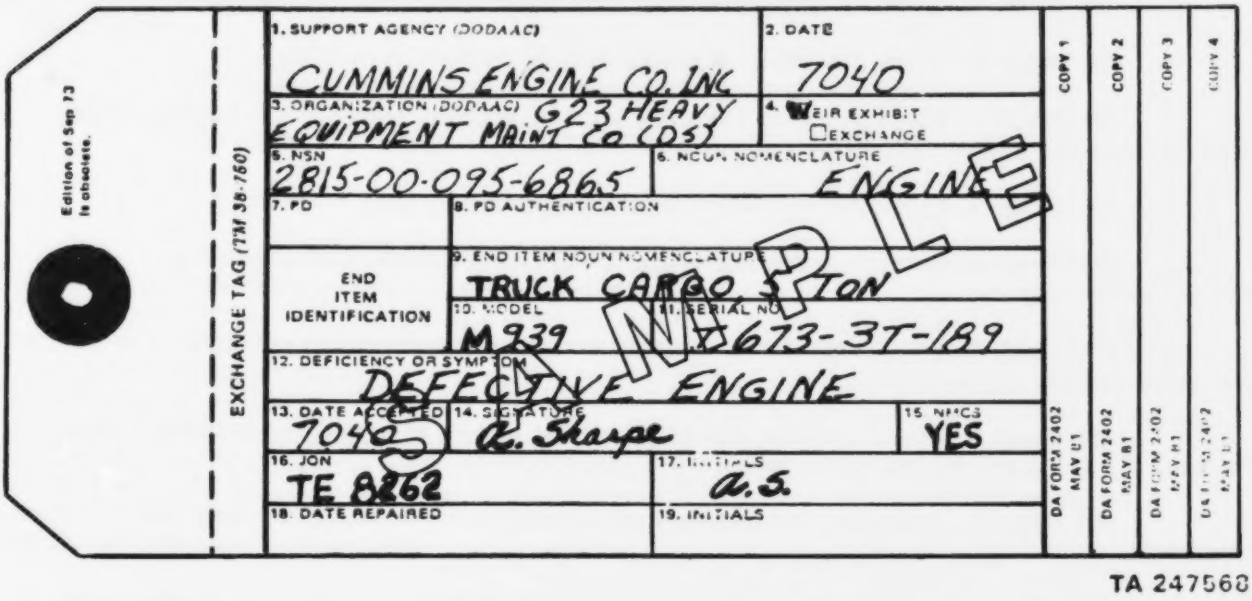
(14) **Block 15.** Identify a Not Mission Capable for Supply (NMCS) condition by entering the word "yes" in the NMCS block. Each successive category of maintenance will enter a "yes" if repair or exchange cannot be accomplished.

(15) **Blocks 16 through 19.** They are to be used for DX transactions as follows:

a. **Block 16.** The repairing facility will enter the job order number.

b. **Block 17.** The individual receiving the item at the repairing facility will enter his initials.

c. **Blocks 18 and 19.** The individual accomplishing the repair will enter the date and his initials in blocks 18 and 19, respectively.



TA 247568

Figure 2. DA Form 2402 - Completed

Section VI. ADDITIONAL INFORMATION

CONTESTED CLAIMS. If, upon analysis of the failed part(s), it is determined by Cummins/Detroit Diesel Allison or component suppliers that failure was not due to defective workmanship or material, the Government will be invoiced for the list price of the part(s), labor borne by Cummins/Detroit Diesel Allison in the repair, and related freight costs.

By Order of the Secretary of the Army:

JOHN A. WICKHAM, JR.
General, United States Army
Chief of Staff

Official:

ROBERT M. JOYCE
Major General, United States Army
The Adjutant General

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